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Psychological Monographs: General and Applied

Improving the Employability and Attitudes of "Difficult-to-Place" Persons¹

Alfred Feintuch

Jewish Vocational Service of Montreal

I. INTRODUCTION

RECENT years have seen the expansion of vocational counseling, placement, and casework services for the physically handicapped, the aged, the mentally and the emotionally ill. That such services have to some extent been successful in the rehabilitation and placement of these people is clearly evident from the reports issued by the agencies in these fields. However, it is not always apparent that large numbers of such people, while they are considered to retain some degree of employability, are still unable to find and keep employment in industry although many job openings are available in a good labor market. Present techniques of casework, counseling, and placement do not appear to be effective in increasing the employability of many of this group. Such persons, generally known as "difficult-to-place" cases, remain in the files of these agencies from month to month. If they do find employment, they return within a very short while, having lost their jobs for a variety of reasons.

Many workers in the vocational guidance and placement field have been con-

vinced for a long time that something more than the standard processes of vocational counseling and casework are necessary to rehabilitate at least part of this group. Some, including the writer, have felt that the integration of a sheltered workshop with these services should increase their effectiveness with difficult-to-place clients. The current study is an investigation of the effectiveness of such an integrated program involving vocational counseling and placement, casework, and a sheltered workshop.

One of the major objectives of vocational counseling and casework with these difficult-to-place persons is the modification of attitudes toward self and toward work which hinder their chances for securing and keeping employment. Counselors and caseworkers are generally aware that many of these people, in addition to their physical and emotional limitations, have consciously or unconsciously developed attitudinal barriers that make their vocational adjustment even more difficult. It is highly important for counselors and caseworkers to be able to evaluate whether, and to what degree, they are succeeding in modifying these attitudes of their clients. Such evidence is essential, if they are to make an intelligent appraisal as to whether they are achieving this objective. The current study presents a method for such an evaluation.

¹This monograph constitutes the essence of a doctoral dissertation (3) done at New York University under the direction of Dr. Philip J. Zlatchin. The author is indebted to Dr. Zlatchin and to Dr. John J. Sullivan, a member of the doctoral committee, for their encouragement and criticism.

II. THE PROBLEM

The purpose of this study was to evaluate the effectiveness of an integrated program of vocational counseling and placement, casework, and sheltered workshop in increasing the employability and in favorably modifying attitudes associated with employability of difficult-to-place persons, who had previously received the same services but without the utilization of a sheltered workshop. The following specific problems were investigated:

1. Can the employability of difficult-to-place persons, who have not been able to find and keep employment in industry despite vocational counseling and casework services, be increased when such services are integrated with a sheltered workshop?
2. Do the attitudes toward work and toward self possessed by these persons correlate with their employability?
3. If they do, can the integrated program of vocational counseling, casework, and sheltered workshop modify such attitudes favorably?
4. What are some of the critical characteristics and attitudes of those who develop a relatively high degree of employability in industry after their experience in the workshop which can be differentiated from the characteristics and attitudes of those who continue to have job difficulties? Which characteristics and attitudes of the sample can be said to be prognostic indicators of favorable vocational adjustment?

III. SUBJECTS

The subjects of this research were 52 white adults of the Jewish faith who had been unable to find and keep employment in industry for at least 50% of the time because of advanced age, physi-

cal, mental, or emotional disabilities, and who, for a period of at least six months, had been receiving casework services and financial assistance from the Family Welfare Department of the Baron de Hirsch Institute and vocational counseling and placement services from the Jewish Vocational Service. The former agency is a recognized family casework agency in Montreal. The latter agency, approved by the National Vocational Guidance Association, is the organized resource in Montreal for vocational counseling and placement services for the Jewish members of the community.

With the exceptions noted below, the 52 subjects comprised the entire caseload of the casework agency for an arbitrarily selected period, November 1950 through February 1952, who met the following criteria formulated by the two agencies for the selection of clients for the workshop:

1. Clients must be unable to find and keep employment in regular industry because of advanced age, mental, physical, or emotional disabilities, and must be receiving financial aid.
2. They must be able to come to work and return home by themselves.
3. They must have full use of their fingers and hands and must be able to do sedentary work of a very light and simple nature.
4. They must be able and willing to work a full week of from 30 to 35 hours.

Two clients were not included in the sample because one died during the period under study and the other emigrated from Canada to the United States and could not be located. The sample also excluded four persons whose physical disabilities were considered to be of a temporary nature and who had been referred to the workshop for conditioning purposes only and for a limited period of time.

The sample was composed of 43 men and nine women, whose ages ranged from 21 to 71 years of age, with an average age of 49.9 years. Thirty-five subjects were born in Europe and 17 in Canada. For the former, their length of time in Canada ranged from 2.5 years to 46 years, with an average of 14.7 years. Eight spoke English well, 15 fairly well, and 12 poorly. The

number of years of formal education which the subjects had received either in Canada or in their native lands varied from the 27 who had had eight years or less to the five who had had 19 years or more; the remaining 20 subjects had had from nine to 12 years of education. The highest occupational level previously achieved by 34 of the subjects was in either the semi-skilled or in the unskilled or laborer classes.

Twenty-nine of the subjects were married and living with their spouses, 14 were single, and the remainder were either separated or were widows or widowers. Twenty-two of the group had no dependents and the others had from one to five dependents. For the purposes of this study, a dependent was considered to be a spouse, child, or parent who was dependent upon the subject for support. Twenty-one of the subjects lived in their own apartments and 31 in furnished rooms. All had been receiving financial assistance from the community—19 for periods ranging from six months to less than one year, 19 for a period of over one year but less than five years, and the remaining 14 for more than five years. During the one-year period preceding their entrance into the sheltered workshop, out of potential employment of 260 days, 16 or approximately 30.8% of the subjects had not worked a single day, 33 or 63.5% had been employed less than 26 days, and 45 or 86.5% had been employed less than 65 days. Of the entire sample, only two subjects worked more than 100 days, one for 101 days and the other for 124 days. The average for the sample was 26.76 days of employment for the entire year.

Table 1 presents the major disabilities of the subjects. They generally had several disabilities that affected their employability but only the most important one for each is listed. Old age, heart disease, and nervous disorders were the major disabilities that occurred most frequently. The general category "old age" was used for those subjects who were primarily handicapped

in terms of employment because of their general over-all condition related to advanced age and whose major disability could not be included in one of the other categories. Thus, a man whose major disability was old age, but whose secondary disability was a heart condition, was included under old age. On the other hand, a man who was advanced in age, but whose major disability was a heart condition, was included under heart disease. Thirty-one of the subjects, or 59.6% of the sample, had a combination of two or more disabilities that affected their employability.

IV. METHOD AND PROCEDURE

Time and Place of Research

The sample used in this research was limited to those clients who entered the sheltered workshop on or after November 12, 1950, when it was instituted, and left it on or before February 29, 1952, a cutoff date arbitrarily selected. The employment histories of these subjects were studied for a period of one year prior to their acceptance into the workshop and for one year after discontinuing work in the workshop. The study therefore covered a period ranging from approximately November 1949 through February 1953. The study was conducted in the city of Montreal in the province of Quebec, Canada, and covered a period of relatively high and stable employment (2, pp. 1-5).

The Integrated Program

Since any conclusions based upon this investigation depend in good part upon the experimental variable introduced, it seems advisable at this point to describe briefly the integrated program of vocational counseling, casework, and sheltered workshop. This is a cooperative program between the Jewish Vocational Service of Montreal and the Family Welfare Department of the Baron de Hirsch Institute, utilizing the services of a sheltered workshop which is conducted

TABLE I
MAJOR DISABILITIES OF SAMPLE

Type of Disability	Number	Per Cent
Old age	11	21.2
Heart disease	11	21.2
Nervous disorders	8	15.3
Arthritis	5	9.6
Pulmonary tuberculosis (arrested)	5	9.6
Mental retardation	4	7.7
Physical deformity	3	5.8
Other (hard of hearing, colitis, etc.)	5	9.6
Total	52	100.0

by the Jewish Vocational Service to supplement the regular services of the two agencies. As both agencies are members of the Federation of Jewish Community Services in Montreal and share a common interest in dealing with the social service needs of the Jewish population in Montreal, there is a close working relationship between them.

Services in both the casework and vocational agencies are concerned with helping the individual. Each agency, however, devotes itself to those functions which come within the focus of its competence. Thus, the Jewish Vocational Service is concerned with the vocational problems of the individual in his personal and social adjustment. The Family Welfare Department is concerned with those other areas of personal, social, and familial difficulties that prevent clients from functioning satisfactorily. Consequently, intake and continued service practices and policies of both agencies conform to these distinctions, although both agencies are related in regard to helping the individual make satisfactory and constructive adjustments.

The relationship between counselor and caseworker is a reciprocal and close one. Through joint conferences, either by telephone or in person, counselor and caseworker keep each other informed regarding the problems presented by the client and arrive at some agreement as to the best method for handling them. In this way, the goals and objectives of the counseling relationships are kept in harmony. The caseworker and counselor reinforce each other when discussing with clients their attitudes which affect employability and maximum achievement. The counselor advises the caseworker of vocational plans which have been arrived at with the client or of job placements which have been made.

The sheltered workshop, one of the three basic services of which the integrated program is composed, was established in November 1950 by the Jewish community of Montreal to meet the needs of the increasing number of difficult-to-place persons in the caseloads of both the Family Welfare Department and the Jewish Vocational Service. All efforts of the vocational and casework agencies to move these people into industry had seemed of little avail. They

generally appeared incapable of entering or remaining in industry on a competitive basis.

The atmosphere in the workshop is warm and permissive. Individual personality idiosyncrasies and poor work habits are understood and tolerated instead of forming the basis for immediate dismissal. No pressure is put upon the client for production beyond what he reasonably appears capable of performing, and frequent illnesses and absenteeism are not cause for dismissal. The sheltered workshop provides the intermediary step that so many difficult-to-place persons need between total unemployment and the stringent demands of modern industry.

The counselors on the staff of the Jewish Vocational Service have been given continuing responsibility for counseling and following up each of their applicants referred to the workshop. With visits to the workshop, whenever possible, to observe their clients at work and with frequent consultations with caseworkers and with the workshop supervisor, counselors help their clients make the best possible adjustment to the workshop and stimulate them to seek outside employment when it is felt that they are ready. The full placement facilities of the Jewish Vocational Service are made available to these clients.

Design and Procedure

A basic objective of vocational counseling and casework programs with clients who are unable to find and keep employment because of advanced age, physical, emotional, or mental disabilities but who are not considered as being totally unemployable is to help them return to industry on as steady a basis as possible. This is the prime objective of the integrated program under study. To

determine whether or not there was a significant increase in employability as a result of the integrated program, the investigator compared the number of days of employment and the average length of time on each job of the subjects during the one-year period *before* and *during* the one-year period *after* their sheltered workshop experience.

During periods of high employment, the primary criterion for measuring an individual's employability is his actual ability to find and keep employment. Any other intermediary criterion would have to be validated against this ultimate criterion of employment. For this purpose, therefore, the investigator obtained the employment history of each subject, for one year prior to entering the workshop, from the counseling records on file with the Jewish Vocational Service and the casework records on file with the Family Welfare Department of the Baron de Hirsch Institute. For the subject's employment history after leaving the workshop, the investigator interviewed each subject at home to ascertain if, and the extent to which, he had been employed after working in the workshop.

To determine whether or not the subjects' attitudes toward work and toward self correlated with their employability and, if they did, whether such attitudes were favorably modified by the integrated program, the investigator prepared an attitude rating scale which was used by trained judges to rate the attitudes of the subjects, from their casework and counseling records, to reflect their attitudes prior to, and near the completion of, their sheltered workshop experience. The ratings of the judges were compared for the two periods, for those attitudes which had been found to correlate significantly with employability, to de-

termine whether or not such attitudes had been modified favorably.

The casework and counseling records maintained by the two agencies on these clients were fruitful sources of information on the attitudes toward self and toward work which affected the employability of the subjects. As the modification of such attitudes is an important objective of vocational counseling and casework programs with clients like those in our sample, counselors and caseworkers are trained to observe and to describe these attitudes in their records and to note any modifications in them which may occur. Furthermore, as the subjects of this study had received counseling and casework services for at least six months prior to referral to the workshop, and many for considerably longer periods, the workers in the two agencies had had a reasonable period of time in which to observe and to evaluate such attitudes of their clients.

A review of the literature failed to reveal any instrument for measuring attitudes toward self and toward work which affect an individual's ability to find and keep employment and which would be applicable to a group like the one being studied. To meet this need, the investigator reviewed the casework and counseling records for 25 persons similar to those in the sample but who were not included in the sample because of the cutoff date previously indicated. All pertinent items in these records were selected to make up the categories on the Attitude Continua (see Appendix), which were later used by the judges with the sample. The judges were asked to rate each subject in the sample on each attitude continuum, which ranged in five categories from very unfavorable, with an assigned value of zero, to very favorable with a value of four. A sixth

category was included for those items which could not be rated adequately from the information available in the records.

Three judges were selected who, on the basis of their training and experience in the vocational guidance and placement field, would be acknowledged to be professionally competent. The investigator trained the judges in the use of the Attitude Continua. For training purposes, counseling and casework records were used of clients not included in the sample. Training was considered completed when there was an interjudge reliability for five cases of at least .70.

Each of the casework and counseling records maintained by the two agencies on the subjects was separated into two parts, the record of the client before and after entering the workshop. The judges studied the first part of the records for the members of the sample and completed the Attitude Continua for each subject to represent his attitudes just prior to being referred to the workshop. The interjudge reliability for the entire sample was determined by computing the correlation between the mean ratings for each subject of each pair of judges.

As a further means of maintaining the quality of the coding, the investigator interspersed at random among the records of the sample the records of five clients not included in the sample. After each of these records was coded by the judges, they met with the investigators to compare their ratings and to discuss any marked differences that may have existed.

The judges reviewed the second part of the records and rated each client on the Attitude Continua. This time, the ratings represented the attitudes of the client at the time he was completing his

service in the workshop. The same procedure was followed for assuring that the quality of the coding was being maintained.

To determine which characteristics and attitudes of the sample, prior to entering the workshop, could differentiate between those subjects who developed a relatively high degree of employability after leaving the workshop and those who did not, two discrete groups, representing the two extremes of employability, were compared on their attitude ratings and on a list of pertinent characteristics prepared by the investigator. Using the first part of the counseling and casework records, the investigator completed a schedule of characteristics of each client to describe him at the time he was selected for the workshop.

V. RESULTS

Employability before and after Workshop Experience

To determine whether or not the experimental variable had a significant effect upon the employability of the subjects studied, the employability of each subject before and after his workshop experience was determined from the number of days that he had been employed during the one-year period just before, and during the one-year period just after, his sheltered workshop experience. Holidays were considered as days of employment if the subject had been employed the day before and the day after the holiday.

The investigator originally intended to determine the significance of the difference in the results obtained between the two periods directly from the distribution of differences, using the Fisher *t* test. However, a basic assumption in the use of this statistical procedure is

that the subjects were drawn randomly from a population which was normally distributed on the parameter being measured. Visual inspection of the polygon of the frequency distribution of the obtained differences revealed quite clearly that it was positively skewed to a marked degree and that the assumption of normality, therefore, could not validly be made. This was confirmed further through the use of the chi-square test of goodness of fit.

Under the circumstances, it was necessary to turn to nonparametric tests which are not predicated upon underlying assumptions concerning the shape of the population distribution curve. Wilcoxon's matched-pairs signed-ranks test (7) was selected. This test is applicable to matched pairs and takes into consideration not only the signs of the obtained differences but also their absolute sizes. Table 2 summarizes the results of this test. It will be noted that the average number of days of employment of the subjects increased from 26.76 days, during the one-year period preceding their sheltered workshop experience, to 116.04 days during the one-year period thereafter. It will also be noted that the mean increase in employability of the subjects of 89.28 days is

statistically significant at beyond the .001 level of confidence.

An important facet of employability pertinent to the present study, in addition to the number of days of employment, is the stability of employment as measured by the rate of turnover in jobs. Accordingly, the average length of time employed per job was determined for each subject during the one-year period just before, and the one-year period just after, his sheltered workshop experience. As before, visual inspection of the distribution curve of the obtained differences and the use of the chi-square test of goodness of fit revealed that the assumption of normality underlying the use of the Fisher *t* test could not validly be made. Once again, Wilcoxon's matched-pairs signed-ranks test was employed.

From Table 3 it will be seen that the average number of days of employment per job of the subjects increased from 17.27 days during the one-year period preceding their sheltered workshop experience to 69.52 days during the one-year period thereafter. It will also be seen that the mean difference between the two periods of 52.25 days is statistically significant at beyond the .001 level of confidence.

TABLE 2
COMPARISON OF EMPLOYABILITY OF SAMPLE
(*N* = 52) BEFORE AND AFTER SHELTERED
WORKSHOP EXPERIENCE

Measure	Mean (days of employment per year)	<i>SD</i>	$\frac{x}{\sigma}$	<i>p</i>
Before	26.76	33.06		
After	116.04	95.56		
Difference	89.28	88.81	5.50*	<.001*

* Wilcoxon's matched-pairs signed-ranks test.

TABLE 3
COMPARISON OF STABILITY OF EMPLOYMENT
OF SAMPLE (*N* = 52) BEFORE AND AFTER
SHELTERED WORKSHOP EXPERIENCE

Measure	Mean (days of employment per year)	<i>SD</i>	$\frac{x}{\sigma}$	<i>p</i>
Before	17.27	25.30		
After	69.52	80.92		
Difference	52.25	82.02	4.79*	<.001*

* Wilcoxon's matched-pairs signed-ranks test.

Relationship between Attitudes and Employability

Before the relationships between the judges' ratings of the attitudes of the subjects and the latter's employability were determined, reliability coefficients were computed to determine the degree of agreement among the judges' ratings. The correlation between the mean ratings for each subject of each pair of judges was determined by using Pearson's product-moment coefficient of correlation. From visual inspection of each of the six scatter diagrams by the writer and by two independent statisticians, the assumptions of linearity of regression and homoscedasticity appeared valid. These are the two basic assumptions underlying the use of Pearson's r . The average r , for each of the two sets of three coefficients, was determined through the use of Fisher's z function.

The results of this statistical treatment are presented in Table 4. It will be noted that the coefficients of correlation for the six pairs of ratings ranged from .79 to .88 and that all were significant beyond the .01 level of confidence. It is evident from these that a substantial degree of agreement existed among the

ratings of the three judges.

The relationships between employability and the subjects' attitudes toward work and toward self were determined from the judges' ratings of the attitudes of the clients near the completion of their workshop experience, and from the number of days they were employed during the following one-year period. The average rating of the judges on each attitude for each subject was used. The chi-square test of independence was employed to determine the significance of any relationship which might exist between employability and each of the attitudes. Chi squares were computed using a 2×3 table with the following dimensions: Number of persons with attitude ratings 0-2 and 3-4; number of days employed, 0-87, 88-174, and 175-260. The results are shown in Table 5 for 14 of the 16 attitudes. The remaining two attitudes, "Feelings about working with members of races considered by client to be inferior" and "Feelings about the use of 'pull' in getting jobs" were voided because of the large number of subjects who were rated n.a. (not ascertained) on these attitudes. The instructions for rating directed the judges to mark as n.a. any attitude which could not be rated with confidence from the information contained in the records.

It will be seen from Table 5 that significant relationships existed between employability and seven of the 14 attitudes. However, the fact that these attitudes were found to correlate significantly with employability by the chi-square test of independence did not indicate the magnitude of these relationships. Before the product-moment coefficient of correlation could be computed for each of these seven attitudes and employability, it was necessary to determine whether or not the assumptions of line-

TABLE 4
INTERCORRELATIONS BETWEEN JUDGES' RATINGS
OF ATTITUDES OF SAMPLE ($N = 52$) PRIOR TO, AND
NEAR END OF, SHELTERED WORKSHOP EX-
PERIENCE, AND AVERAGE CORRELATIONS

Judges	Before Workshop Experience*	Toward End of Workshop Experience*
R and M	.82	.79
M and P	.88	.84
P and R	.87	.83
Average	.86	.82

* All coefficients of correlation significant beyond the .01 level of confidence.

TABLE 5
RELATIONSHIP BETWEEN ATTITUDES OF SUBJECTS NEAR THE CONCLUSION OF SHELTERED WORKSHOP EXPERIENCE AND THEIR EMPLOYABILITY THEREAFTER

Attitude	N	Chi Square	p
6. Feelings about maintaining good work habits	50	10.91	< .01
7. Feelings about giving an employer a full day's work	50	9.91	< .01
10. Use of disability as a barrier against finding work	52	13.97	< .01
13. Confidence in ability to find work and keep employment	51	18.608	< .01
3. Feelings toward work at low, but prevailing, wage rates	51	8.92	.012
16. Feelings about job hunting	52	6.23	.046
2. Feelings toward work of low status or prestige level	51	6.18	.047
1. Feelings toward employers in general	50	5.49	.068
12. Morale and interest in life	50	3.512	.179
4. Feelings toward work where the conditions of work are less favorable than the average	50	2.84	.247
11. Acceptance of limitations in productive capacity	49	2.76	.257
15. Attitude toward handicap	52	2.61	.275
14. Feelings toward the world	52	2.01	.378
8. Willingness to accept routine work which client considers unsatisfactory	48	.447	.80

arity of regression and homoscedasticity, which underlie the use of the Pearson *r*, could validly be made. Accordingly, the seven sets of data were plotted.

Visual inspection of the seven scatter diagrams and their corresponding regression lines by the investigator revealed that the assumptions underlying the use of the product-moment coefficient of correlation appeared valid for the following five attitudes: Feelings about maintaining good work habits, Feelings about giving an employer a full day's work, Use of disability as a barrier against finding work, Confidence in ability to find work and keep employment, Feelings about job hunting.

On the other hand, the assumptions of linearity of regression and homoscedasticity did not appear valid for two of the seven attitudes: Feelings toward work at low, but prevailing, wage rates, Feelings toward work of low status or prestige level. The regression lines for these two attitudes, showing the regression of employability upon attitude rating, were so markedly curvilinear that computation of the coefficients of correlation was not justified. The size of the sample was

too small to justify the computation of the eta coefficients in the two cases. As a further check, the seven scatter diagrams and their corresponding regression lines were inspected visually by two statisticians whose independent judgments confirmed those of the investigator.

Table 6 shows the product-moment coefficients of correlation for the five attitudes for which the assumptions underlying the use of this statistic appeared

TABLE 6
CORRELATION BETWEEN ATTITUDES OF SUBJECTS NEAR CONCLUSION OF SHELTERED WORKSHOP EXPERIENCE AND THEIR EMPLOYABILITY THEREAFTER

Attitude	N	Product-Moment Coefficient*
6. Feelings about maintaining good work habits	50	.59
7. Feelings about giving an employer a full day's work	50	.53
10. Use of disability as a barrier against finding work	52	.67
13. Confidence in ability to find work and keep employment	51	.71
16. Feelings about job hunting	52	.69

* All correlations significant beyond the .01 level of confidence.

valid. It will be noted that the size of the relationship which existed between each of the five attitudes specified and employability ranged from a minimum r of .53 to a maximum of .71, and that these correlations are significant beyond the .01 level of confidence.

Modification of Significant Attitudes

The next problem dealt with was to determine whether or not the integrated program had modified significantly the seven attitudes of the subjects which had been found to correlate significantly with their employability. The average ratings received by each subject on each attitude just prior to, and near the conclusion of, his sheltered workshop experience were used. As before, the investigator originally intended to determine the significance of the mean difference in the results obtained between the two periods directly from the distribution of differences, using the Fisher t test. However, inspection of the frequency polygon of the obtained differences revealed quite readily that the distributions were positively skewed to a marked degree and that the assumption of normality, therefore, could not validly be made for any of the distributions.

Under the circumstances, the investigator once again employed Wilcoxon's matched-pairs signed-ranks test. From Table 7, which presents the results of this statistical treatment, it is evident that the mean increases in rating for each of the seven attitudes, ranging from a low of .26 to a maximum of .79, are statistically significant.

Prognostic Indicators of Vocational Adjustment

To determine which characteristics and attitudes of the subjects, prior to their entry into the workshop, could

TABLE 7
COMPARISON OF AVERAGE RATINGS OF SUBJECTS PRIOR TO, AND NEAR CONCLUSION OF, SHELTERED WORKSHOP EXPERIENCE ON ATTITUDES CORRELATING SIGNIFICANTLY WITH EMPLOYABILITY

	Mean	SD	$\frac{x}{\sigma}$	p^*
<i>Attitude 2 (N=51) Feelings toward work of low status or prestige level</i>				
Before	1.98	.10		
After	2.44	.92		
Difference	.46	.79	3.78	<.001
<i>Attitude 3 (N=51) Feelings toward work at low, but prevailing, wage rates</i>				
Before	2.10	.99		
After	2.50	.86		
Difference	.40	.71	3.49	<.001
<i>Attitude 7 (N=51) Feelings about giving an employer a full day's work</i>				
Before	2.47	.75		
After	2.86	.77		
Difference	.39	.50	4.41	<.001
<i>Attitude 10 (N=52) Use of disability as a barrier against finding work</i>				
Before	1.35	.99		
After	2.00	1.05		
Difference	.65	.91	4.38	<.001
<i>Attitude 13 (N=51) Confidence in ability to find work and keep employment</i>				
Before	1.16	.68		
After	1.87	.90		
Difference	.70	.85	4.57	<.001
<i>Attitude 16 (N=48) Feelings about job hunting</i>				
Before	1.00	.58		
After	1.52	.74		
Difference	.52	.72	4.29	<.001
<i>Attitude 6 (N=48) Feelings about maintaining good work habits</i>				
Before	2.42	1.03		
After	2.68	.94		
Difference	.26	.61	2.62	<.01

* Wilcoxon's matched-pairs signed-ranks test.

differentiate between the subjects who demonstrated a relatively high degree of employability following their experience in the workshop from those who continued to have job difficulties, two discrete groups of subjects were selected to represent the two extremes of employability. By concentrating on these extreme groups, the "highs" and "lows" in employability, it was hoped to obtain

sharply defined contrasts in both characteristics and attitudes which could be used to select future applicants for the integrated program who would most likely benefit from the program.

The number of days of employment of each subject for a period of one year after leaving the workshop was used as the criterion of employability. By inspection, suitable cutoff points were selected which gave two clearly defined groups on the criterion used. Of the 52 subjects in the sample, the 16 who achieved the highest employability (from 192 to 260 days) were selected to represent the highs in employment. By contrast, the 16 subjects who continued to remain in the lowest range of employability (from 0 to 40 days) formed the group which represented the lows in employment.

To determine the statistical difference between the two groups on each pertinent characteristic, the data from the schedule of characteristics which had been completed for each subject were used to represent his characteristics at the time of his entry into the workshop. The statistical treatment employed with these data was the chi-square test for independence. For each characteristic, the data were classified into a 2×2 table, with employability dichotomized as high and low, and the characteristic dichotomized as specified in Table 8. To adjust for the coarseness of groupings, Yates's correction was used in the computation of all chi-square values. In addition, only those chi squares were computed for which theoretical cell frequencies were five or more.

Table 8 presents the results of this statistical treatment. It will be noted that the two groups of subjects differed significantly on seven of the 15 characteristics listed. The dimension of each of

TABLE 8

COMPARISON OF THE CHARACTERISTICS PRIOR TO ENTERING WORKSHOP OF TWO GROUPS OF SUBJECTS DIFFERENTIATED ON THE BASIS OF THEIR EMPLOYABILITY AFTER LEAVING THE WORKSHOP

Characteristic	Chi Square	p
Age		
Under 55 years*		
55 years and over	7.08	<.01
Length of time in Canada		
Under 10 years*		
Ten years and over	10.12	<.01
Number of dependents		
None		
One or more*	8.28	<.01
Degree to which disabilities handicap employability		
Moderately*		
Substantially	10.24	<.01
Employability before workshop experience		
Under 20 days		
Twenty days and over*	10.80	<.01
Ability to get along with people		
Poor to fair		
Good*	6.22	<.02
Length of time on community relief		
Under 1 year*		
One year and over	4.66	<.05
Emphasis on eagerness to work		
Resists to very little		
Some or considerable	3.34	.07
Personal appearance (most of the time)		
Untidy or neither untidy nor neat		
Neat	3.16	.08
Educational level achieved		
Completion of elementary school or less		
Some high school or better	2.06	.20-.10
Regularity and promptness in keeping appointments		
Poor to fair		
Good	2.00	.20-.10
Ability to read or write in any language		
Poor or fair		
Good	1.14	.30-.20
Religious observance		
None or moderate		
Devout	1.21	.30-.20
Ability to speak English		
Poor to fair		
Good	.128	.70-.50
Type of living quarters		
Furnished room		
Own apartment	.132	.80-.70

* Dimension which correlates significantly with high employability.

these characteristics which is significantly related to high employability is also specified. Thus, the highs differed significantly from the lows in that the former generally possessed the following distinguishing characteristics at the time of their entry into the workshop: (a) under 55 years of age; (b) in Canada less than 10 years; (c) had one or more dependents; (d) disabilities handicapped their employability only moderately; (e) had been employed 20 days or more during the one-year period prior to their workshop experience; (f) were able to get along well with people; (g) had been receiving financial assistance from the community for less than one year.

To determine the statistical difference between the two groups on each attitude, the investigator used the average rating received by each subject on each attitude prior to entering the workshop. Once again, the statistical treatment employed was the chi-square test for independence. For each attitude, a 2×2 contingency table was set up, with employability divided between high and low, and attitude ratings divided between 0-1.9 and 2.0-4.0. Yates's correction was used to compensate for the coarseness of groupings, and chi squares were computed only for those contingency tables for which theoretical cell frequencies were five or more. The results of this statistical treatment revealed that the highs did not differ significantly from the lows on any of the attitudes. The two groups, therefore, can be considered as having been homogeneous on these attitudes prior to their entry into the workshop.

VI. DISCUSSION

Since the results of this research can be considered applicable to subjects with comparable backgrounds, work limita-

tions, and attitudes toward work and toward self, one cannot be sure that similar results can be obtained with subjects who differ from those used in this study until further research is undertaken. The limited number of subjects studied and the lack of systematic follow-up beyond the one-year experimental period to determine the permanence of any changes resulting from the integrated program emphasize the need for caution in interpreting the results. Nevertheless, with this reservation in mind, the following interpretation appears warranted.

A major finding of the study was that the difficult-to-place subjects demonstrated a significant increase in employability and in stability of employment as a result of the integrated program of vocational counseling, casework, and sheltered workshop. The second major finding was that seven of the subjects' attitudes toward work and toward self were found to be correlated significantly with their employability and that, for each of these attitudes, a significant improvement occurred as a result of the integrated program.

While the employability of the subjects increased significantly following their participation in the integrated program, the change in such employability warrants closer scrutiny. As a whole, the 52 subjects were difficult-to-place persons who had worked very little during the one-year period preceding their sheltered workshop experience. Whereas this is demonstrated by the finding that they had worked an average of only 26.76 days out of a possible 260 days in that period, it should be noted that 16 of the group, approximately 30.8% had not worked a single day during the entire year, that 33 of the group, or 63.5%, were employed less than 26 days, and that 45 or 86.5% of the sample were employed less than 65 days, or one-fourth of the number of possible days of employment. Of the entire sample, only two subjects worked more than 100 days, one for 101 days and the other for 124 days.

How does this compare with the employability of the same subjects during the one-year period following their sheltered workshop experience? Analysis of the data reveals that, whereas there was a significant and substantial increase in employability for the group as a whole, the employability of many of the subjects was apparently not improved at all, or very little, by the

integrated program. Of the 52 subjects, 11 or 21.2% did not work a single day, 14 or 26.9% were employed less than 26 days, and 20 or 38.5% were employed less than 65 days.

In trying to understand the failure of the integrated program with these subjects, it should be remembered that they, like the other subjects of the study, had been unemployed for relatively long periods of time before entering the workshop. In our culture, among the most serious effects of extended periods of involuntary unemployment are the loss of morale and the gradual social isolation of the individual. Having lost status as a wage earner and feeling inadequate and unwanted as a result, the individual often compensates for these feelings through over-aggressiveness or extreme passivity. The resulting gradual breakdown of normal communications very often creates the social isolation which is characteristic of many of this group. It is quite possible that those subjects who did not benefit from the program had, in terms of Lewin's field theory (5), such diminished life-spaces which were surrounded by such strong psychological barriers that the integrated program had little effect upon them.

It is interesting to note that the increase in average ratings between the two periods, while statistically significant, was relatively small for each of the seven attitudes, ranging from a low of .26 to a high of .70. It will be recalled that 20 or 38.5% of the subjects apparently did not benefit much from the integrated program. Their employability continued to remain low after they left the workshop. For most of these people, there were few changes in their attitude ratings and for some there were decreases in such ratings. In the computation of the means, this had the effect of counteracting much of the increase in ratings received by the majority of subjects who had benefited from the program.

On the other hand, the majority of the subjects were helped by the integrated program. It should be noted that, while only two subjects worked more than 100 days prior to their sheltered workshop experience, 28 or 53.8% worked more than 100 days during the year following their workshop experience. In fact, during the later period, 15 or 28.8% of the subjects were employed more than three-fourths of the time, and six of them or 11.6% were fully employed.

What took place with the majority of the subjects which accounted for the results achieved by the program? It is quite possible that, under the warm and permissive atmosphere of the sheltered workshop, the subjects acquired either for the first time or once again good work habits, which proved of value in obtaining and keeping employment after they left the workshop. In addition, while the training of specific occupational skills was not the aim of the in-

tegrated program, the subjects may have actually learned the simple manipulative skills which are generally required and are in demand today in many thousands of unskilled and semiskilled jobs. The workshop experience may have increased their ability to maintain the production demands of such jobs.

Probably the most important factor underlying the success of the integrated program with the majority of the subjects was the increased effectiveness of the vocational counseling and casework services when integrated with a sheltered workshop. Traditional counseling and casework techniques have definite limitations when employed with difficult-to-place persons, like the subjects of this study. Such services, however, can be made more effective through the use of a sheltered workshop for at least four reasons.

First, the sheltered workshop provides clients with the opportunity of participating in real work situations which, except for the permissive atmosphere which prevails, simulate regular working conditions as much as possible. In terms of productivity, work habits, and interpersonal relations with co-workers and with the workshop supervisor, the workshop provides the clients with a testing ground for their new concepts, feelings, and attitudes which they are hesitatingly exploring in the counseling process. Theoretical concepts and values may have little meaning to such clients when discussed during interview situations, unless they have the opportunity of trying out their new orientations under actual working conditions. Both Slavson (11, pp. 11-16) and Kelley (4, p. 9) stress the importance of real-life situations in therapy and in the learning of human relations. As part of his theory of personality and behavior, Rogers explains that "under certain conditions, involving primarily complete absence of any threat to the self-structure, experiences which are inconsistent with it may be perceived, and examined, and the structure of self revised to assimilate and include such experiences" (9, p. 517). As used in the integrated program, the sheltered workshop provides clients with the opportunity of trying out new experiences and relationships which, if successful, result in the gradual revision by the clients of their self concepts.

Second, the workshop provides counselors and caseworkers with the means of observing their clients as they participate in real work situations, and of evaluating the effectiveness of their counseling while it is still going on. It enables counselors and case-workers to modify their counseling in line with such observations and evaluations. Slavson (11, p. 15) emphasizes the value of such first-hand experiences in bringing forth material for the treatment interview.

Third, an important contribution of the

sheltered workshop to the counseling process results from the paid work experience which is provided the client. The psychological and sociological effects of extended periods of involuntary unemployment have already been described. It would be expected, then, that the loss of morale which results from unemployment can, at least partially, be overcome by furnishing clients with the opportunity of working once again, even if it is in a sheltered workshop. Such paid work experience of a useful nature should contribute much toward improving the morale of difficult-to-place clients by helping them re-establish their lost status as wage earners and by helping them, at least partially, overcome their feelings of being unwanted and useless. From their isolation, they are brought into contact once again with the work habits and attitudes which are characteristic of workers in our industrial society. From their world of inactivity, they are stimulated into motion once again by this work experience. Both Bakke (1, pp. 257-266) and Shimberg (10) stress the value of work relief projects in maintaining the morale and work habits of the unemployed.

Fourth, a major contribution of the sheltered workshop to increasing the effectiveness of vocational counseling and casework with difficult-to-place persons, like the subjects of this study, is that it provides clients with a permissive group experience which facilitates and reinforces the process of re-education that is being undertaken in the counseling process. The sheltered workshop, as it was conducted, fostered the "we-feeling" described by Lewin and Grabbe (6). The permissive climate of the workshop helped to break down the barriers of communication which had existed among the subjects. As they worked, free and easy communication was encouraged. The increasing social interaction and the resulting improvement in communication gradually helped them break through the social isolation which they had previously experienced.

As the feeling of group belongingness developed, they were better able to replace older, unrealistic values and attitudes toward self and toward work with newer, more realistic ones. As identification with the group continued, many gradually adopted the values and attitudes common to those of the group who were making a better adjustment. The new attitudes and values, which were being explored in the counseling process, now had group sanction which facilitated their being accepted and interiorized by the clients. Thus, through the group setting of the workshop, a new dimension was added to the traditional counselor to client and caseworker to client relationships. The *resocializing* and *re-educative* influence of the workshop reinforced the counseling and casework processes

and increased their effectiveness.

The third major finding of the study was that seven characteristics of the subjects, at the time of their entry into the workshop, differentiated significantly between two discrete groups of the subjects, one who became highly employable after leaving the workshop and the other whose employability continued to remain low. It was not surprising to find that the highs in employment were generally under 55 years of age, whereas the lows were older. In our industrial economy, it is usually much more difficult for older people to find employment. The prevailing prejudice of many employers against the hiring of older workers cannot easily be overcome by an integrated program of vocational counseling, casework, and sheltered workshop.

It is also not surprising that the highs in employment differed from the lows in that the former generally had one or more dependents, that they were able to get along with people fairly well, and that their disabilities were considered by their counselors to handicap their employability only moderately. Counselors are aware that people with dependents are generally more motivated to go to work than those without. For many subjects, the desire to assume once again their rightful family roles as wage earners was undoubtedly an important motivation in their rehabilitation. The ability to get along well with others is another generally recognized characteristic of those who are more employable. Employers are usually wary about hiring and keeping people who are disagreeable and who, they believe, will not be able to get along with co-workers. In addition to these characteristics, it seems obvious that those people whose disabilities were considered to hinder their employability only moderately had a better chance of finding and keeping employment, as a result of the integrated program, than those whose disabilities were considered to be more serious. Since the integrated program had as a basic objective the increasing of employability through the modification of negative attitudes toward work and toward self, it was to be expected that the employability of the subjects with the most serious disabilities would be affected the least by the integrated program as presently constituted.

In addition to the four characteristics referred to above, the highs in employment differed from the lows in that a significant number of the former had been employed 20 days or more during the one-year period prior to their workshop experience and had been receiving financial assistance from the community for less than one year. It is general knowledge that, the longer people are out of work, the more difficult it usually is for them to find and keep employment once again. Their work habits, their traditional roles as workers and supporters of themselves and

their families, and their confidence in their ability to find and keep employment are seriously undermined by long periods of involuntary unemployment. Similarly, for clients who have been receiving financial assistance, the longer they have been receiving such assistance, the more difficult it is generally for them to become employable once again. The dependency pattern which results from long periods of unemployment and dependence upon the community for financial assistance are usually difficult to penetrate.

The six characteristics referred to above, which appear to differentiate between the highs and the lows in employment, support the results obtained by Newer (8). His scale for measuring and predicting the future employability of unemployed persons on relief was composed of 16 characteristics, five of which bear a close resemblance to the six characteristics referred to above. They are age, dependency, physical defects, length of unemployment, and personality.

Among the seven characteristics which had been found to distinguish significantly between the highs and the lows, it was somewhat surprising to find that the former had generally been in the country for less than 10 years and the latter for 10 years or more. This is explained, however, when the two groups are analyzed further in terms of the other six characteristics. Those who had been in the country for less than 10 years were predominately like the highs on four of the six characteristics (age, number of dependents, degree to which disabilities handicap employability, and ability to get along with people) and were equally divided between the highs and the lows on the remaining two characteristics (employability before workshop experience, and length of time on relief). Those who had been in the country for more than 10 years were predominately like the lows in all but one characteristic (age); on this characteristic, they were more like the highs.

What are the implications of the current study? The increasing emphasis being placed today by vocational counselors on the use of casework techniques and on knowledge of psychodynamics in helping clients understand the emotional and social components that affect their vocational adjustment appears justified. The substantial correlation which was found to exist between certain attitudes toward work and toward self and employability indicates that counselors must have a sound understanding of the psy-

chology of human behavior in a social setting. Since attitudes are rooted in personality structure and are socially induced, attempts to modify such attitudes must be based upon a knowledge of psychodynamics and of the psychosocial factors influencing behavior.

With full recognition of the importance of adequate vocational counseling and casework techniques, it should be more generally recognized that such techniques have their limitations and are not effective with many difficult-to-place persons. The results of the present study have rather clearly demonstrated the increased effectiveness of an integrated program of vocational counseling and casework, when supplemented by a sheltered workshop, in increasing the employability, and in modifying negative attitudes toward work and toward self, of many of these difficult-to-place persons. The socializing influence of the workshop and the use of controlled and graded techniques for their gradual resocialization helped them break through the social isolation they had previously experienced, and provided group sanction for the new attitudes and values which they were exploring with their caseworkers and counselors. In brief, a new dimension and refinement was added to the traditional vocational counseling and casework services which increased their effectiveness. The establishment of sheltered workshops by vocational guidance and casework agencies serving such persons appears to be justified.

Furthermore, more research should be fostered in the use of situational techniques, in addition to those provided in sheltered workshops. The emphasis today upon improved interviewing techniques in vocational counseling and casework, though justified, has unfortu-

nately caused a marked shift in current thinking and prevailing practice away from the adjustment possibilities of environmental manipulation. *The attitudes and personality structures of far too many people are so rigid that they are not amenable to direct modification by traditional vocational counseling and casework methods, even when based upon an adequate knowledge of individual behavior.* While prolonged psychiatric treatment may be what is needed by many of these people and while some may not be helped by any known treatment today, the use of controlled and graduated work situations, such as those which can be provided in sheltered workshops, in hospital environments, and in special work projects initiated as part of regular industry, should be the subject of extensive research and experimentation. The results of this study point up the potentialities of such research.

A most important implication of the current study is that it points up the responsibility of the fields of education and of vocational guidance in preventing or moderating the development of negative attitudes that hinder vocational adjustment. The close link between attitudes and work adjustment, as demonstrated by this and other studies, emphasizes the social responsibility of education and of vocational guidance in this matter. Since the attitudes of young people are generally more fluid and amenable to change than those of older people, educators and counselors have a splendid opportunity to help young people in the formation of healthy attitudes and in the early modification of unhealthy ones. Since education and vocational guidance aim at helping young people prepare for life, concern with the attitudes of students, in addi-

tion to their aptitudes, is a prime responsibility of these services. It is a challenge that appears to be well worth the expense and energy involved.

VII. SUMMARY

Although they have received vocational counseling and casework services, many aged and handicapped persons are still unable to find and keep employment in industry. This study undertook to investigate the effectiveness of an integrated program of vocational counseling, casework, and a sheltered workshop in increasing the employability and in favorably modifying attitudes associated with employability of difficult-to-place persons, who had previously received the same services but without a sheltered workshop.

The subjects were 52 Jewish adults who had been unable to find and keep employment in industry because of advanced age, physical, mental, or emotional disabilities and who, for a period of at least six months, had been receiving casework services and financial assistance from a family casework agency and counseling and placement services from a vocational agency. The sample, with certain few exceptions, comprised the entire caseload of the casework agency for an arbitrarily selected period who met the workshop's eligibility criteria. The study was conducted in the city of Montreal and covered a period of relatively high and stable employment.

The problems investigated and the methods employed were as follows:

1. Was the employability of the subjects increased by the integrated program? The investigator compared the total number of days of employment and the average duration per job of each subject during the one-year period before, and during the one-year period

after, his sheltered workshop experience.

2. Did the attitudes toward work and toward self possessed by the subjects correlate with their employability? If they did, did the integrated program modify such attitudes favorably? The investigator prepared an attitude rating scale which was used by trained judges to rate the attitudes of the subjects, from their casework and counseling records, to reflect their attitudes prior to and near completion of their sheltered workshop experience. The judges' ratings on those attitudes which were found to correlate significantly with employability were compared for the two periods to determine whether they were favorably modified by the integrated program.

3. Which characteristics and attitudes of the subjects, before they entered the workshop, differentiated between the subjects who later developed a high degree of employability and those who did not? Two discrete groups, representing the two extremes of employability, were compared on their attitude ratings and on certain pertinent characteristics.

There were four major findings of the study. The experimentally treated subjects demonstrated a significant increase in employability and in stability of employment. Seven of the 16 attitudes rated by the judges were found to be correlated

significantly with the subjects' employability. For each of these seven attitudes, a significant improvement in attitude ratings occurred between the two periods. Finally, seven characteristics of the subjects, but none of their attitudes, were found to differentiate significantly between two discrete groups of subjects, one high in employability after working in the workshop, and the other low in employability.

Foremost among the concepts presented for explaining these findings was that the sheltered workshop increased the effectiveness of vocational counseling and casework by providing the subjects with a testing ground for their new feelings and attitudes, with a permissive group experience which reinforced the process of re-education undertaken in counseling, and with paid work experience which contributed toward improving their morale.

Among its implications, the study points up the responsibility of the fields of education and of vocational guidance in preventing and moderating, in young people, the development of negative attitudes which hinder vocational adjustment. In addition, it justifies extensive research and experimentation in the use of situational techniques to supplement vocational counseling.

APPENDIX

INSTRUCTIONS FOR RATING SUBJECTS ON ATTITUDE CONTINUA

Please refer to these instructions before and during the rating process.

You will be given a portion of a casework record and a counseling record for each client whose attitudes you will be asked to rate. Please read both portions of the records carefully before you start rating. As you will note, each attitude continuum contains five categories, plus an additional category "Not Ascertained." Please select the category which, in your opinion, most nearly describes the attitude of the client at the end

of the period covered by the portions of the records given you. Your judgment should be based upon all the information in the records, with particular emphasis upon the observations and evaluations of the counselor and caseworker regarding the attitudes which you are rating. It may be necessary for you to reread the client's records before you can complete rating his attitudes.

The category "Not Ascertained," which is provided in each attitude continuum, should be

used if you are unable to rate with confidence a particular attitude from the information contained in the records.

Item 2: Work of low status or prestige level refers to occupations in which, in our culture, people are generally least proud of engaging. Examples of such occupations are general laborer, unskilled factory hand, night watchman, and porter.

Item 3: Low, but prevailing, wage rates refers to the lower end of the range of the wage rates which are generally being paid for a particular occupation in Montreal. If the prevailing wage rates paid in Montreal for unskilled factory work ranges from \$25 to \$45, with the majority of workers receiving from \$30 to \$40, we are referring in this item to such work which pays from \$25 to \$30.

Item 4: The following are examples of conditions of work which are less favorable than the average:

1. Hours: Since the majority of factory workers in Montreal work five days and forty hours a week, from 9:00 A.M. to 6:00 P.M. with one hour for lunch, and do not work on Saturdays and Sundays, any substantial deviations from this would be considered less favorable.

2. Working conditions: Examples of less favorable working conditions are places of employ-

ment which are dustier (like glass manufacturing), damper (like sausage casing), hotter (like nylon hosiery manufacturing), or colder (like meat packing) than most.

3. Location of plant: In Montreal the amount of traveling time to work is generally less than 40 minutes. If a plant is located so that it would require the individual to travel for a longer period of time, this would be considered less favorable than the average.

Item 6: By maintaining good work habits, mean reporting to work on time and with only occasional absences because of illness. Rest periods, if any, and lunch hours are not extended beyond the prescribed time.

Item 11: An example of a client who uses his disability as a barrier against finding work is the cardiac client who, although he is permitted by his doctor to do light work, strongly resists accepting such employment because he is afraid he may get an attack while on the job.

Item 15: An example of a client who is very unrealistic about his limited productive capacity is the 60-year-old man, who has been in poor health and who finds it difficult to stand for any length of time but who insists he is as good as he ever was, if someone would only give him a chance in his former occupation as a presser of men's clothing.

Client Judge Part

ATTITUDE CONTINUA

1. Feelings toward employers in general:
 - (0) very resentful and bitter
 - (1) somewhat resentful and bitter
 - (2) neither resentful nor friendly
 - (3) somewhat friendly
 - (4) very friendly
 - not ascertained
 2. Feelings toward work of low status or prestige level:
 - (0) definitely unwilling to accept such work
 - (1) reluctant to accept such work
 - (2) neither willing nor reluctant to accept such work
 - (3) willing to accept such work but with reservations
 - (4) willing to accept such work without any reservations
 - not ascertained
 3. Feelings toward work at low, but prevailing, wage rates:
 - (0) definitely unwilling to accept such work
 - (1) reluctant to accept such work
 - (2) neither willing nor reluctant to accept such work
 - (3) willing to accept such work but with reservations
 - (4) willing to accept such work without any reservations
 - not ascertained
4. Feelings toward work where the conditions of work (hours, working conditions, location of plant) are less favorable than the average:
 - (0) definitely unwilling to accept such work
 - (1) reluctant to accept such work
 - (2) neither willing nor reluctant to accept such work
 - (3) willing to accept such work but with reservations
 - (4) willing to accept such work without any reservations
 - not ascertained
 5. Feelings about working with members of races considered by him to be inferior:
 - (0) definitely unwilling to accept such work
 - (1) reluctant to accept such work
 - (2) neither willing nor reluctant to accept such work

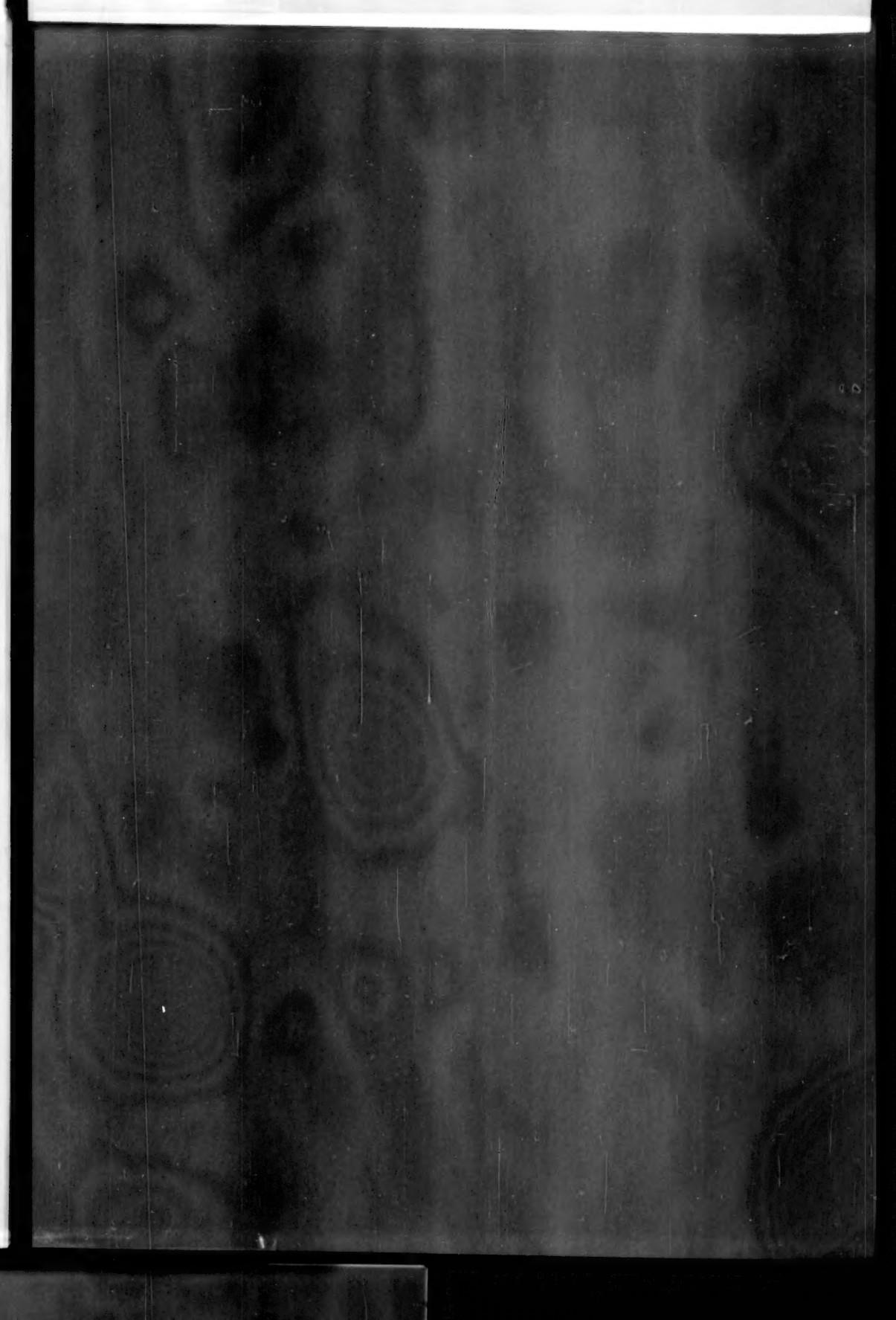
- (3) willing to accept such work but with reservations
 (4) willing to accept such work without any reservations
 not ascertained
- 6. Feelings about maintaining good work habits:**
- (0) does not accept need for maintaining good work habits
 (1) reluctant to maintain good work habits
 (2) neither reluctant nor willing to maintain good work habits
 (3) accepts need for maintaining good work habits with some reservations
 (4) accepts need for maintaining good work habits without reservations
 not ascertained
- 7. Feelings about giving an employer a full day's work:**
- (0) feels that he should produce as little he can get away with
 (1) unwilling to produce more than a minimum amount
 (2) neither willing nor unwilling to produce more than a minimum amount
 (3) willing to produce more than a minimum amount
 (4) willing to produce as much as possible
 not ascertained
- 8. Willingness to accept routine work which client considers unsatisfying:**
- (0) definitely unwilling to accept such work
 (1) reluctant to accept such work
 (2) neither willing nor reluctant to accept such work
 (3) willing to accept such work but with reservations
 (4) willing to accept such work without any reservations
 not ascertained
- 9. Feelings about the use of "pull" in getting jobs:**
- (0) feels that all good jobs obtained only through "pull"
 (1) feels that most good jobs obtained only through "pull"
 (2) neutral
 (3) feels that most people with ability can get good jobs
 (4) feels that all people with ability can get good jobs
 not ascertained
- 10. Use of disability as a barrier against finding work:**
- (0) uses his disability as a strong barrier against finding work
 (1) uses his disability to some degree as a barrier against finding work
- (2) neutral
 (3) does not use his disability as a barrier toward finding work, with reservations
 (4) never uses his disability as a barrier toward finding work
 not ascertained
- 11. Acceptance of limitations in productive capacity:**
- (0) very unrealistic about his limited productive capacity
 (1) somewhat unrealistic about his limited productive capacity
 (2) neither unrealistic nor realistic about his limited ability to produce
 (3) realistic about his limited ability to produce with some reservations
 (4) realistic about his limited ability to produce without reservations
 not ascertained
- 12. Morale and interest in life:**
- (0) what's the use, life isn't worth living
 (1) life is hard, very often it is not worth living
 (2) neutral
 (3) life is hard but most of the time is worth living
 (4) life is hard but always worth living
 not ascertained
- 13. Confidence in ability to find and keep employment:**
- (0) no confidence in ability to find and keep a job
 (1) little confidence in ability to find and keep a job
 (2) neutral
 (3) some degree of confidence in ability to find and keep a job
 (4) highly confident of ability to find and keep a job
 not ascertained
- 14. Feelings toward the world:**
- (0) hostile and antagonistic
 (1) somewhat hostile and antagonistic
 (2) neither hostile nor friendly
 (3) friendly but with reservations
 (4) friendly without reservations
 not ascertained
- 15. Attitude toward handicap:**
- (0) exploits handicap for the purpose of getting sympathy
 (1) exploits handicap to some degree for the purpose of getting sympathy
 (2) neutral
 (3) does not exploit handicap for the purpose of getting sympathy, with reservations
 (4) never exploits handicap for the purpose of getting sympathy
 not ascertained

16. Feelings about job hunting:
- (o) strongly fears failure or rejection
 - (i) somewhat afraid of failure or rejection
 - (n) neither afraid nor unafraid of failure or rejection
 - (g) unafraid of failure or rejection but with reservations
 - (d) unafraid of failure or rejection without reservations
 - not ascertained

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